From: Barry Cadden </O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BCADDEN>
Sent: Friday, March 9, 2012 3:49 PM
To: ccs@UNICLEAN.COM
Subject: RE: Uniclean

I agree and will still forward the copy of video when I get it from my security manager.....I want you to see it. Thanks

Proper aseptic technique/ how to garb is very simple + must be followed at all times + whatever materials are brought into the room must be packaged and sprayed/wiped properly and NOT just tossed into the room from God knows where.

From: ccs@UNICLEAN.COM [mailto:ccs@UNICLEAN.COM]
Sent: Friday, March 09, 2012 3:44 PM
To: Barry Cadden
Subject: RE: Uniclean

Barry,

I will start the investigation and the plan on how we are going to correct these issues. These actions are totally unacceptable and we have a higher standard of service and I apologize for the inconvenience. We will get to the bottom of this and Provide a corrective and preventative plan. I will contact you Monday to discuss further. We take these complaints very serious and it will be rectified.

Regards,

Edwin Cardona
Contamination Control Manager
UniClean
Phone - (603) 888-1200
Fax - (603) 888-0668
ccs@uniclean.com
Edwin_Cardona@unifirst.com

Barry Cadden <bcadden@neccrx.com>

03/09/2012 10:34 AM

To "ccs@uniclean.com" <ccs@uniclean.com>
cc
Subject RE: Uniclean

I just watched the surveillance film from that morning and it was shocking to say the least. Your employees have obviously not been trained properly or do not care at all. They are actually contaminating my clean room when they are suppose to be cleaning it! They are just walking directly through the entire anteroom with no booties, gloves, face mask + they roll their spray bucket + mops directly into the anteroom without disinfecting it at all!! These materials were in the back of a filthy truck + outside rolling on filthy ground before they put in my clean room. They then proceed to walk back to the sticky mat and then gown up after they have contaminated the entire room! At that point they are stepping all over mold spores and dragging them thru the entire clean room. ....unreal! I will send you the film. This is unacceptable and I want a crew who knows what the hell they are doing because I am better off with no service vs. one that intentionally contaminates my facility.

From: ccs@UNICLEAN.COM [mailto:ccs@UNICLEAN.COM]
Sent: Wednesday, March 07, 2012 1:40 PM
To: Barry Cadden
Subject: RE: Uniclean

Barry,

I met with my techs and we the discussed the cleaning method used at your cleanroom. We clean your clearooms with the IPA you provide every month, we deluded with the DI water also provided by NECC. The only thing I can think of is our mops witch get process in our ISO 3 cleanroom. My recommendation is using a disinfectant that can help fight the mold (LPH, Vesphene) and use a rotation system. Every month we can rotate between LPH and Vesphene. Also, I don't know how you feel about applying Spor-klenz on floors only. Please let me know your thoughts, so me and my team can plan ahead.

Regards,

Edwin Cardona
Contamination Control Manager
UniClean
Phone - (603) 888-1200
Fax - (603) 888-0668
ccs@uniclean.com
Edwin_Cardona@unifirst.com

Barry Cadden <bcadden@neccrx.com>

03/01/2012 10:32 AM

To "ccs@uniclean.com" <ccs@uniclean.com>
cc
Subject RE: Uniclean

Thanks..i appreciate it.

From: ccs@UNICLEAN.COM [mailto:ccs@UNICLEAN.COM]
Sent: Thursday, March 01, 2012 10:30 AM
To: Barry Cadden
Subject: RE: Uniclean

Barry: I am going to meet with the techs the service your account and discuss the method of sanitization they are using to clean your rooms. Once I do I will get back to you. Thanks for the feed back, we will get to the bottom of this and rectify it if needed.

Regards,

Edwin Cardona
Contamination Control Manager
UniClean
Phone - (603) 888-1200
Fax - (603) 888-0668

ccs@uniclean.com
Edwin_Cardona@unifirst.com

Barry Cadden <bcadden@neccrx.com>

02/29/2012 03:09 PM

To "ccs@uniclean.com" <ccs@uniclean.com>
cc
Subject RE: Uniclean

Hi Edwin.....we test our own environment surface + air 2x per month. We happen to test the same day (Thursday) on 2/23 that your crew cleaned our clean rooms last week. The tests from this day showed more "mold" on 5-6 floor areas than we have ever seen before in any 3 month period?. This concerns me. What exactly are they doing that might cause this problem??? Should we have them alternate cleaning solutions? I don't know how but there must be a direct connection to the cleaning crew.

From: ccs@UNICLEAN.COM [mailto:ccs@UNICLEAN.COM]
Sent: Wednesday, February 29, 2012 2:51 PM
To: Barry Cadden
Subject: Uniclean

Barry,

Hello, I am the CCS manager and I am the person you should contact regarding the monthly cleaning. Let me know what I can help you with.

Regards,

Edwin Cardona
Contamination Control Manager
UniClean
Phone - (603) 888-1200
Fax - (603) 888-0668
ccs@uniclean.com
Edwin_Cardona@unifirst.com